



Arizona @ Your Service

Common Licensing System (CLS)

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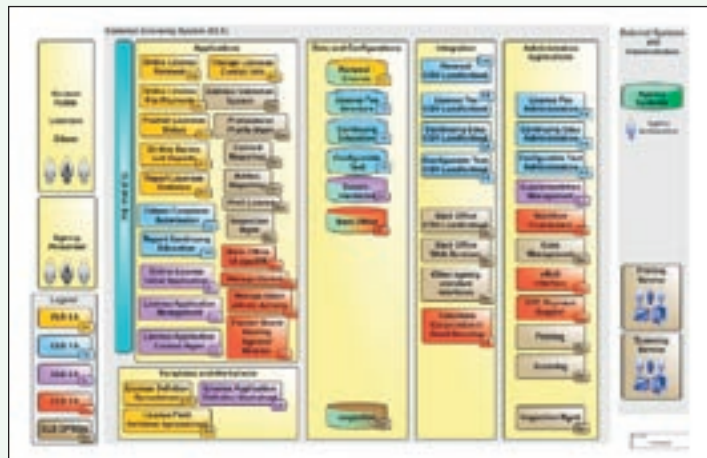
A single licensing approach for a stronger solution

An ever-increasing need

As citizens, and especially business people and professionals, continue to demand the ability to accomplish more essential government business on-line, GITA and many other agencies have sought to respond. One of the most compelling and pervasive needs was on-line licensing and license renewal.

A single, common solution

GITA, working with many other state agencies, quickly realized that the need for an effective licensing solution was not unique to any one agency. They engaged the help of the Portal team, which researched individual agency needs and found that while there could be a need for some individual



customization, indeed, a single licensing solution could be built to accommodate the vast majority of the business and professional licensing needs within the State. They also determined that work already done for the Department of Real Estate, the Registrar of Contractors and the State Board of Naturopathic Physicians could serve as the base for the new, single licensing solution.

The results

The new solution, called Common Licensing System, was delivered in approximately six months, at a cost of \$108,000, and is now available to any state agency that has a need for on-line licensing and license renewal. If no individual customization is needed, there's virtually no added cost to an agency. If some custom development is required, the individual agency is responsible for that cost, but still pays far less than it would working on its own, and saves considerable time.

Some additional details

Overall, there are approximately 105,000 licenses for professionals and businesses that must be managed on an ongoing basis. Now, everyone responsible for these licenses has the option of handling licensing obligations with the State on-line without ever leaving their workplaces.

End users can submit initial license applications on-line, follow with supplementary information and relevant attachments, pay by credit card, and print a receipt. Managing agencies can inspect and approve license applications on-line, view and edit the licensee database and generate reports needed to manage their licensee populations.

Customer Survey comment

"This made it very easy to renew my license. I will certainly tell coworkers to use this method. Thank you."

"Fantastic! Saves me a trip downtown. Thank you."

We're glad we could help, working hand in hand with:

- Arizona Department of Transportation
Motor Vehicle Division
- Arizona Government Information
Technology Agency
- Administrative Office of the Courts
- Arizona Department of Economic Security
- Arizona Department of Environmental Quality
- Arizona Government University
- Governor's Office of Highway Safety
- Arizona Department of Insurance
- Arizona State Board of Naturopaths
- Arizona State Board of Pharmacy
- Arizona State Board of Physical Therapy
- Arizona Department of Public Safety
- Arizona Department of Real Estate
- Arizona Registrar of Contractors
- Arizona Schools for the Deaf and Blind
- Arizona Board of Technical Registration
- Arizona Department of Weights and Measures
- and many more

